



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

### BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1036<sup>(S)</sup>

Dated, the 29.03.2025

**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)  
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-100/2025																										
2	Complainant/s	Name & Address Smt Ballabi Bhoi, At-Ballur, Po-Guchhadengen, Ps-M. Rampur, Dist.-Kalahandi.	Consumer No 9034-2407-0289	Contact No. 63721-30107																								
3	Respondent/s	Name Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.	Division Kalahandi East Electrical Division, TPWODL																									
4	Date of Application																											
5	In the matter of-	<table border="1"><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</td></tr></table>			1. Agreement/Termination	2. Billing Disputes	✓	3. Classification/Reclassification of Consumers	4. Contract Demand / Connected Load		5. Disconnection / Reconnection of Supply	6. Installation of Equipment & apparatus of Consumer		7. Interruptions	8. Metering		9. New Connection	10. Quality of Supply & GSOP		11. Security Deposit / Interest	12. Shifting of Service Connection & equipment's		13. Transfer of Consumer Ownership	14. Voltage Fluctuations		15. Others (Specify) -		
1. Agreement/Termination	2. Billing Disputes	✓																										
3. Classification/Reclassification of Consumers	4. Contract Demand / Connected Load																											
5. Disconnection / Reconnection of Supply	6. Installation of Equipment & apparatus of Consumer																											
7. Interruptions	8. Metering																											
9. New Connection	10. Quality of Supply & GSOP																											
11. Security Deposit / Interest	12. Shifting of Service Connection & equipment's																											
13. Transfer of Consumer Ownership	14. Voltage Fluctuations																											
15. Others (Specify) -																												
6	Section(s) of Electricity Act, 2003 involved																											
7	OERC Regulation(s) with Clauses	<table border="1"><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table>			1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155</u>	2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause <u></u>	3. OERC Conduct of Business) Regulations,2004; Clause <u></u>	4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u>	5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u>	6. Others <u></u>																		
1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155</u>																												
2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause <u></u>																												
3. OERC Conduct of Business) Regulations,2004; Clause <u></u>																												
4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u>																												
5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u>																												
6. Others <u></u>																												
8	Date(s) of Hearing	06.03.2025																										
9	Date of Order	29.03.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO- OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

MEMBER (Fin.)  
MEMBER FIN  
GRF, Bhawanipatna

PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Madanpur**

**Appeared:**

1. **For the Complainant** – Smt Ballabi Bhoi, At-Ballur, Po-Guchhadengen, Ps-M. Rampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

**Complaint Case No. BPT-100/2025**

Smt Ballabi Bhoi,  
At-Ballur,  
Po-Guchhadengen,  
Ps-M. Rampur,  
Dist.-Kalahandi.

**Con. No. 9034-2407-0289**

**COMPLAINANT**

Sri Kamalesh Kumar Pradhan,  
SDO Elect. Narla,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Smt. Ballabi Bhoi At- Ballur, Po- Guchhadengen, Ps- M. Rampur, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Madanpur on dt. 06.03.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 1 KW having consumer no- **9034-2407-0289** under SDO Elect. Narla
- 2) As complained by the complainant that the provisional/average bill was served from 11/2018 to 06/2020.
- 3) The complainant has intimated the same to the OP, but till date the OP remains silent for which getting no other way the complainant has approached this forum for redressal of his grievance.

The complainant has prayed for:

To revise the excess bill.

**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

The OP (SDO Elect. Narla) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 12/03/2025
- 2) Bill details from: 11/2018 to 02/2025
- 3) Date of supply: 06/11/2018
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW



- 6) Meter No – WLT171963
- 7) Installed on: 19/11/2019 with IMR "0"
- 8) CMR: 3600 KWH on 12/03/2025
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla as follows:
  - The defective bill from 11/2018 to 05/2020 may be revised by taking six-months average of new meter from 06/2020 to 11/2020 i.e IMR 0 kwh and FMR 366 kwh.
  - Bill to be recast from 06/2020 to 01/2025 taking IMR 0 kwh and FMR 3592 kwh.
  - The bill revision on dated 22/02/2023 needs to be withdrawn.

### **FINDINGS / OBSERVATIONS OF THE FORUM**

On perusal of the complaint petition with all relevant enclosures as well as submission of OP and billing statement; the forum observes the followings:

- The complainant reiterated for excess billing.
- The OP stated that the defective bill from 11/2018 to 05/2020 may be revised by taking six-months average of new meter from 06/2020 to 11/2020 i.e IMR 0 kwh and FMR 366 kwh.
- Bill to be recast from 06/2020 to 01/2025 taking IMR 0 kwh and FMR 3592 kwh.
- The bill revision on dated 22/02/2023 needs to be withdrawn.
  - As per billing database provisional/average bill was served from 11/2018 to 05/2020. And thereafter some bill was served in high unit consumption meter reading during the period from 06/2020 to 02/2025, which seems suppress meter reading. And bill revision towards delay meter updating for the period from 11/2019 to 01/2023 was take in place, effect on date- 22.02.2023.

### **ORDER**

**29.03.2025**

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

The OP is directed as follows:

- To revise the bill from 11/2018 to 05/2020 by taking average consumption of present meter (i.e. IMR "0" Kwh on 06/2020 and FMR "366" Kwh on 11/2020).
- To recast the bill from 06/2020 to 02/2025 with IMR "0" Kwh on 06/2020 and FMR "3610" Kwh on 02/2025.
- To withdraw the bill revision effect on date- 22/02/2023.

The case is disposed of accordingly.



Compliance report must be submitted to the Forum by April-25 by the opposite party after compliance otherwise it will be treated as non-compliance.

**Compliance Month-April-25**

*29/3/25*  
**B. NAIK**  
Co-Opted Member

**Co-Opted Member**  
**GRF, Bhawanipatna**

*29/3/25*  
**K.K. PATTNAIK**

**MEMBER (Fin.)**  
**GRF, Bhawanipatna**

*29/3/25*  
**R.K. NAIK**

**PRESIDENT**  
**GRF, Bhawanipatna**

Copy to: -

1. Smt. Ballabi Bhoi At- Ballur, Po- Guchhadengen, Ps- M. Rampur, Dist- Kalahandi.
2. SDO Elect. Narla TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.

**"If the Complainant is aggrieved with this order of the Grievance Redressal Forum, he/she can make the representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**